Metric B - OSS Interface Availability:

Note: Includes OSS access for ordering as well as maintenance.

BA-NY Notes:

"System availability" measures the hours during which the Carrier Interface (DCAS) is actually available as a percentage of scheduled availability. Bell Atlantic service representatives and CLEC service representatives obtain pre-ordering information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Bell Atlantic employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.

LCUG Reference: LCUG GE1

Reported Sub-metrics :

Report Level:
    Geography: New York State
    Reported for:
        BA Retail - OSS
        CLEC aggregate - OSS

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
7. OSS Interface Availability:	24 hours, 7 days a week Access to Interface	• OSS	FCC

Contact Center Availability

Metric C - Availability of Centers for CLECs (Resale Center and CATC).

BA-NY Notes:

Contact with CLECs is designed to take place via direct access systems. Carrier support centers are designed to handle fall out and not large call volume. Call Management system under development.

FTR Notes:

Porting and Activation can be pre-arranged for Saturday.

LCUG Reference: LCUG GE2 & 3

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Standard:
BA-NY: Center Open 24 hours, 7 days a week
FTR: 8 AM to 8 PM, Monday through Friday

Reported Sub-metrics :

BA-NY Reports:
- No Reports on Contact Center Availability

Ordering:

All Ordering BA-NY Reports:

Report Level:
        Geography: New York State
        Reported for:
                CLEC specific
                CLEC aggregate

Metric D - Order Confirmation Timeliness:

Definitions For Resale and Unbundled Network Elements:

Average Response Time (% w/in response time): The amount of elapsed time (in hours) between receipt of a valid order request and distribution of a service order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order. Hours exclude weekends and Holidays. (BA-NY to provide holiday schedule.) All Orders Received after 3 PM are considered received the next business day at 8AM.

Non-Mechanized (Manual Orders): Orders received via DCAS that are not processed directly into the legacy provisioning systems. These orders must be manually entered by a BA representative into the BA Service Order Processor (SOP) system. For orders received in a non-electronic fashion (such as fax), 24 hours are added to all intervals.

≥ 10 lines: In some geographic areas, a facility check is completed on orders greater than 5 lines. In all geographic areas, orders with 10 or greater lines require a facility check prior to order confirmation and due date commitment.

Mechanized (Flow-Through Orders): These orders are received electronically through the ordering interface and require no manual intervention to be entered into the SOP.

Other: Discussion of batch intervals e.g., several over course of workday acceptable, versus one time, end of day batch could affect interval and will be resolved during interim guideline period. UNE Switching assumes switch activation following NDR process.

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Standards apply to orders sent electronically.

For Interconnection Trunks:

All ASRs must be electronically transmitted for FOC intervals to apply. BA-NY: FOC will be sent after actual, physical check for interoffice facilities and switch equipment. 10 day interval up for review by end of 3Q98.

(Trunks) Average Order Confirmation Response Time: The amount of elapsed time (in days) between receipt of a valid ASR (Access Service Request) and distribution of a service order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order.

% Firm Order Confirmations > 10 Days: The percent of Firm Order Confirmations confirmed more than 10 days after receipt of a valid ASR.

Timeliness of Design Layout Record (FDLR/CDLR): (To be reported effective with implementation of full ASR [release version 18] process). No LCUG Reference for FDLR/CDLR.

LCUG Reference: LCUG OP4 & 5

Reported Sub-metrics :

BA-NY Reports:

		BA-NY Standard	Reported Product Groups	FCC/BA Measure
8.	Avg. Order Confirmation Response Time: (Non-Mechanized orders < 10 lines)		• Resale POTS • UNE POTS • Resale Specials • UNE Specials	FCC
9.	%·Order Confirmation within 24 Hrs: (Non-Mechanized orders < 10 lines)	90% within 24 Hours	• Resale POTS • UNE POTS	
10.	% Order Confirmation within 48 Hrs: (Non-Mechanized orders < 10 lines)	90% within 48 Hours	• Resale Specials • UNE Specials	
11.	Avg. Order Confirmation Response Time: (Non-Mechanized orders ≥ 10 lines)		• Resale POTS • UNE POTS • Resale Specials • UNE Specials	FCC
12.	% Order Confirmation within 72 Hrs: (All Orders ≥ 10 lines)	90% within 72 Hours	• Resale POTS • UNE POTS • Resale Specials • UNE Specials	
13.	Average Order Confirmation Response Time: Mechanized orders (Flow-Through)		• Resale POTS • UNE POTS • Resale Specials • UNE Specials	FCC

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
14. % Order Confirmation within 2 Hrs: (Mechanized Orders)	90% within 2 Hours	• Resale POTS • UNE POTS • Resale Specials • UNE Specials	
15. Average Order Confirmation Response Time (All Orders)		• Interconnection Trunks	FCC
16. % Firm Order Confirmations > 10 Business Days	90% within 10 Days	• Interconnection Trunks	FCC
17. Timeliness of Design Layout Record (FDLR/CDLR) *(report under development)*	90% within 10 Days	• Interconnection Trunks	

Metric E - Reject Notice Timeliness:

Response Time - Reject: The amount of elapsed time (in hours) between receipt of an order request and distribution of a reject. Same mechanized/non-mechanized definitions as Order Confirmation timeliness.

LCUG Reference: LCUG GE2 & 3

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
18. Average Reject Response Time: (Non-Mechanized orders < 10 lines)		• Resale POTS • UNE POTS • Resale Specials • UNE Specials	FCC
19. % Reject within 24 Hours: (Non-Mechanized orders < 10 lines)	90% within 24 Hours	• Resale POTS • UNE POTS	
20. Average Reject Response Time: (Non-Mechanized orders ≥ 10 lines)		• Resale POTS • UNE POTS • Resale Specials • UNE Specials	FCC
21. % Reject within 48 Hours: (Non-Mechanized orders < 10 lines)	90% within 48 Hours	• Resale Specials • UNE Specials	
22. Average Reject Response Time: (Mechanized orders)		• Resale POTS • UNE POTS • Resale Specials • UNE Specials	FCC
23. % Reject within 2 Hours (Mechanized Orders):	90% within 2 Hours	• Resale POTS • UNE POTS • Resale Specials • UNE Specials	

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
24. % Reject within 72 Hours (All Orders ≥ 10 lines)	90% within 72 Hours	• Resale POTS • UNE POTS • Resale Specials • UNE Specials	
25. Average Reject Response Time		• Interconnection Trunks	FCC
26. % Rejects > 10 Business Days	See acknowledgement standard	• Interconnection Trunks	FCC

Metric F - % Rejects:

This measure is defined as the Percent of orders received by the ILEC that are rejected or queried.

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
27. % Rejects		• Resale • UNE • Interconnection Trunks	FCC

Metric G - Timeliness of Completion Notification:

Three performance measures will be reported. This measure is defined percent of completion notices sent on time as defined in standards below [Current FCC merger definition is defined as the average response time, used for BA-South states.] Measured from the notice to BA-NY billing service order system completion date to the distribution of the order completion notification. For any orders requiring coordination, such as a hot cut or trunk, notice of completion is done via verbal "handshake". This handshake is documented via serial numbers.

> ### BA-NY:
> Completion notifications for Resale orders received via EIF or WEB/GUI are delivered mechanically via DCAS. For resale orders received via EDI and all new UNEs, completion notice is currently faxed to CLECs. This performance metric is currently under development and will require modification throughout the guideline trial period.
>
> ### FTR:
> Provides notice of completion for resale, if carrier accepts WMS (wholesale management systems) notification

CLEC Requirements: For any order requiring coordination between carriers and physical hand-offs such as a hot cut, the CLEC must provide a serial number to the ILEC. This enables an audit trail for both parties. CLEC to define completion serial specifications.

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
28. Completion Notification – Average Response Time		• Resale • UNE • Interconnection Trunks	FCC
29. Completion Notification – % On Time	95% next business day by noon or by acceptance at turn-up via serial number	• Resale • UNE • Interconnection Trunks	

Metric H - % Flow Through Orders: Two performance measures will be reported. The number of orders processed through DCAS or ECG directly to Legacy provisioning OSS (Service Order System – SOP) without manual intervention as a percentage of total orders. These include "level 5" service orders requiring no secondary action for BA to type service order into SOP. Flow-Through measurements are reported on an aggregated basis and are not available on a CLEC specific basis.

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
30. % Flow Through		• Resale • UNE	FCC

Ordering Standards not included in Reports[2]:

- **Timeliness of Positive Acknowledgment of Valid Access Service Request (ASR);**
    - 1 - 96 Trunks - **Standard**: 24 Hours
    - Greater Than 96 Trunks - **Standard**: 48 Hours

    LCUG Reference: LCUG OP4

- **Jeopardy Status:** Timeliness of receipt of notice of jeopardy of service order request (missed commitment with new date/time)

    LCUG Reference: LCUG OP6

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[2] Standards that are not reported can be tracked by the CLEC and reviewed with the incumbent LEC if performance falls below expected standard

- **Resale:** To the extent that the incumbent has knowledge of a jeopardy condition, notice will be given as soon as it is known on or before committed due date. FTR reports jeopardy through WMS.
  Standard: 24 Hours

- **Unbundled Network Elements:** To the extent that the incumbent has knowledge of a jeopardy condition, notice will be given as soon as it is known on or before committed due date.
  Standard: 24 Hours

- **Interconnection Trunks:** In cases where jeopardy situation is identified.
  Standard:
  BA-NY: 2 Days Prior to Due Date
  FTR: 5 Days Prior to Due Date

Provisioning:

All BA-NY Provisioning Reports:
  Report Level:
    Geography:
      POTS: Four Market Areas: Manhattan, Greater Metro, Suburban and Remaining NY State.
      Specials and Trunks: Lata 132 and Remaining NY State
    Reported for:
      Bell Atlantic Retail *(For trunks retail provisioning = IXC FGD Trunks)*
      CLEC specific
      CLEC aggregate

Metric I - Average Offered Interval:

This measure is defined as the average number of business days between order application date and committed due date. The application date is the date that a valid service request is received. The definition of application date is the same as Metric D - Order Confirmation Timeliness. Orders are grouped by volume of lines for POTS services and reported separately.

Total - No Dispatch: All orders that require NO dispatch outside of a Bell Atlantic Central Office. This includes orders that require switch translation and/or central office dispatch for wiring work. Line size is not broken out.

Dispatch: An order requiring the dispatch of a Bell Atlantic Field technician outside of a Bell Atlantic Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a records facility check (in Engineering) is also performed for orders with 6 to 9 lines.

LCUG Reference: LCUG OP1

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
31. Average Interval Offered - Total - No Dispatch	Parity with BA Retail **UNE HOT Cuts: (with or without INP)**: *See Interval Summary*	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials	FCC for POTS only
32. Average Interval Offered - Total - Dispatch	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials	FCC for POTS only
33. Average Interval Offered - Dispatch (1 - 5 Lines)	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	FCC
34. Average Interval Offered - Dispatch (6 - 9 Lines)	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	FCC
35. Average Interval Offered - Dispatch ($\geq$ 10 Lines)	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	FCC
36. Average Interval Offered - DS0 *under development:*	Parity with BA Retail	• Retail Specials • Resale Specials • UNE Specials	
37. Average Interval Offered - DS1 *under development:*	Parity with BA Retail	• Retail Specials • Resale Specials • UNE Specials	
38. Average Interval Offered - DS3 *under development:*	Parity with BA Retail	• Retail Specials • Resale Specials • UNE Specials	
39. Average Interval Offered - Total	Parity with IXC FGD	• IXC Feature Group D Trunks • Interconnection Trunks [3]	FCC

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[3] Interval performance is measured on a Purchase Order Number (PON) basis for trunks

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FTR Reports:
For Interconnection Trunks:
    <u>**Standard:**</u>
        FTR: See Product Interval Summary

<u>Metric J - Average Completed Interval</u>:
This performance measure is the same as Metric I - Average Offered Interval with two key differences. The end point for the measure is <u>actual completion date</u>. Orders completed late due to a any end user or CLEC caused delay are excluded from this performance measurement.

    <u>Note</u>: Reports % completed in 1, 2 and 3 days will be one of the first assessed during the 1998 sub team review.

    <u>BA-NY</u>: Special services data reported as dispatch or no dispatch does not reflect use of technicians in central offices. All special services require CO dispatch. Intervals are not dependent on indication of outside dispatch, but are specific to the service offered. Retail, Resale and UNE performance captured on a mechanized basis from the same database.

    LCUG Reference: <u>LCUG OP1</u>

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
40. Average Interval Completed (Total - No Dispatch)	Parity with BA Retail **UNE HOT Cuts: (with or without INP)**: *See Interval Summary*	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials	FCC for POTS only
41. % Completed in 1 Day (1 - 5 lines - No Dispatch)	Parity with BA Retail **UNE HOT Cuts: (with or without INP)**: *See Interval Summary*	• Retail POTS • Resale POTS • UNE POTS	
42. % Completed in 2 Days (1 - 5 lines - No Dispatch)	Parity with BA Retail **UNE HOT Cuts: (with or without INP)**: *See Interval Summary*	• Retail POTS • Resale POTS • UNE POTS	
43. % Completed in 3 Days (1 - 5 lines - No Dispatch)	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	
44. Average Interval Completed (1 - 5 Lines - Dispatch)	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS •	FCC

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	BA-NY Standard	Reported Product Groups	FCC/BA Measure
45. % Completed in 1 Day (1 - 5 lines - Dispatch)	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	
46. % Completed in 2 Days (1 - 5 lines - Dispatch)	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	
47. % Completed in 3 Days (1 - 5 lines - Dispatch)	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	
48. Average Interval Completed (6 - 9 lines -Dispatch)	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	FCC
49. Average Interval Completed ($\geq$ 10 Lines - Dispatch)	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	FCC
50. Average Interval Completed - Total Dispatch	Parity with BA Retail	• Retail Specials • Resale Specials • UNE Specials	
51. Average Interval Completed - DS0 *under development*	Parity with BA Retail	• Retail Specials • Resale Specials • UNE Specials	
52. Average Interval Completed - DS1 *under development*	Parity with BA Retail	• Retail Specials • Resale Specials • UNE Specials	
53. Average Interval Completed - DS3 *under development*	Parity with BA Retail	• Retail Specials • Resale Specials • UNE Specials	
54. Average Interval Completed - Total	Parity with IXC FGD	• IXC Feature Group D Trunks • Interconnection Trunks	FCC

Metric K - % Completed within 5 Days:

BA-NY Note:

Excludes "X" dated orders. ("X" is defined as an order where the customer requests a due date beyond the offered interval.) Orders completed late due to a CLEC or CLEC end user caused delay are excluded from this performance measurement. This measure reports only POTS services with 5 or fewer lines per order.

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
55. % Completed within 4 Days (1 - 5 Lines - Total)	Parity with BA Retail **UNE HOT Cuts:** *See Interval Summary*	• Retail POTS • Resale POTS • UNE POTS	
56. % Completed within 5 Days (1 - 5 Lines - Total)	Parity with BA Retail **UNE HOT Cuts:** *See Interval Summary*	• Retail POTS • Resale POTS • UNE POTS	FCC
57. % Completed within 6 Days (1 - 5 Lines - Total)	Parity with BA Retail **UNE HOT Cuts:** *See Interval Summary*	• Retail POTS • Resale POTS • UNE POTS	

FTR Reports:

Report Level:
 Geographic Reports: Company

Reported Product Groups: • **Retail POTS** • **Resale POTS** *(Requires Development)*	FTR Standard
56. % Completed within 5 Days	Parity with FTR Retail

Metric L - % Missed Appointment - Company:

% Missed Appointment - Company:

> Retail, Resale and UNE: The percentage of orders completed for which there was a missed appointment caused by the incumbent ILEC (Bell Atlantic or FTR). Excludes missed appointments caused by CLEC or any end user delays. Same definition of dispatch and no dispatch as previous measures.

> Trunks: The percentage of trunks completed for which there was a missed appointment caused by Bell Atlantic. Same exclusions as above.

Average Delay Days:
For orders with missed appointments for company reasons, the average number of days between committed and actual completion dates.

% Missed Appointments for Customer Reasons

The percentage of orders missed because the Customer or CLEC was not ready or available to accept service. This is not a measure of BA Performance and is used to identify areas for discussion with CLEC and possible improvement.

LCUG Reference: LCUG OP2

BA-NY Reports:

		BA-NY Standard	Reported Product Groups	FCC/BA Measure
58.	% Missed Appointment - BA - Total	• Resale &UNE: [4] • Trunks: parity IXC FGD	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • IXC Feature Group D Trunks • Interconnection Trunks	FCC
59.	Average Delay Days - Total	• Resale: Parity with BA Retail • UNE: See 60 & 61 • Trunks: parity IXC FGD	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • IXC Feature Group D Trunks • Interconnection Trunks	
60.	% Missed Appointment - Customer	NOT in BA Control	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • IXC Feature Group D Trunks • Interconnection Trunks	

• [4] Standard must be assessed in conjunction with dispatch and no dispatch missed appointments. Mix of dispatch versus no dispatch will vary among CLECs and to BA. See number 60 & 61.
•

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
61. % Missed Appointment - BA - Dispatch	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials	FCC
62. % Missed Appointment - BA - No Dispatch	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials	FCC

FTR Reports:
Report Level:
Geographic Reports: Company

Reported Product Groups: • **Retail POTS** • **Resale POTS** *(Requires Development)*	FTR Standard
58. % Missed Appointment - Total	Parity with FTR Retail

Metric M - % Missed Appointment - Facilities:

BA-NY:

(Retail, Resale and UNE) Measures % of orders missed due to lack of outside plant facilities. All outside plant facility orders are dispatched. (Interconnection Trunks) The percentage of trunks completed for which there was a missed appointment due to lack of Bell Atlantic facilities - including outside plant and switch hooks.

LCUG Reference: LCUG OP9

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
63. % Missed Appointment - Facilities	Resale & UNE: Parity with BA Retail Trunks: Parity w/ IXC FG D	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • IXC Feature Group D Trunks • Interconnection Trunks	FCC

FTR Reports:

Report Level:
Geographic Reports: <u>Company</u>

Reported Product Groups:	FTR Standard
• **Retail POTS** *(Requires Development)* • **Resale POTS**	
63. POTS: Total Held Orders, by type and reason for delay	

<u>Metric N - % Installation Troubles w/in 30 Days</u>:
Percentage of Lines/Circuits/Trunks Installed for which a Network Trouble is reported and found within 30 days of installation (or service order activity). Note: Installation Troubles reported within 7 days are included in the percent of reports in 30 days.

LCUG Reference: <u>LCUG OP3</u>

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
64. POTS: % Installation Troubles within 30 Days	Resale & UNE: Parity with BA Retail Trunks: Parity w/ IXC FG D	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • IXC Feature Group D Trunks • Interconnection Trunks	FCC
65. POTS: % Installation Troubles within 7 Days	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	

<u>Provisioning Standards not included in Reports:</u>

• Completion Interval Collocation:

   • Avg. Interval Physical Collocation
      Standard: 76 Business Days (See interconnection agreements or consistent PSC Order 96-C-0036 – Order to resolve complaint to clarify ONA order issued Sept. 30, 1996)

   LCUG Reference: <u>None</u>

- Avg. Interval - Virtual Collocation
    Standard: 105 Business Days

    LCUG Reference: None

- UNE: On Time Commitment:

    - % Cut-over Window Met - INP Only
    - % Cut-over Window Met - Hot Cuts

    Standard: Cut-over to be completed within a one hour window. 5 Minute Physical Cut. Customer to be without outgoing call capability for no more than 5 minutes.

    LCUG Reference: None

    - Time Customer without In-bound service:

    Standard: One Hour Translation Cut-over Window. It is recognized that a switch will take recent change translations in a queuing process. The standard is to ensure that the disconnect and "new" portion order translations will be worked together such that the customer will be without incoming calls for no more than 15 minutes.

    LCUG Reference: None

- Installation Quality: NXX Updates

    - Verification of NXX Updates: BA-NY uses VETS system to ensure update of NXX codes and acts on test results and provides positive report of activation. [time frame of notification TBD].
    Standard: 100% within 5 days of LERG effective date

    LCUG Reference: LCUG OP3

Trouble Reporting: (OSS)

Metric O: Response Time OSS Interface:
"Response time" is defined as time (in seconds) that elapses from the submission of a query request to the receipt of a response by the requesting carrier (at the access platform for CLECs and directly to OSS for BA). (Does not apply to GUI interface). Not CLEC specific.

BA-NY Methodology:

Sample via simulation of Service Representatives' (both BA and CLEC) requests using Sentinel System. Ten Transactions per hour per transaction type, Monday - Friday 8 AM to 5 PM. [NOTE: implementation of RETAS comparable measures is behind schedule - retail simulation is an issue. MLT response times still under development.] Because of the significant difference in RETAS vs. direct OSS functionality, the standard and methodology to capture OSS response time for repair will be reviewed during 1998.

LCUG Reference: LCUG GE1

Report Level:
Geography: New York State
Reported for:
BA Retail
CLEC aggregate

Reported Sub-metrics :

BA-NY Reports:

Average Response Time:	BA-NY Standard	Reported Product Groups	FCC/BA Measure
66. Create Trouble	Parity plus $\leq$ 4 seconds [5]	• OSS	
67. Status Trouble	Parity plus $\leq$ 4 seconds	• OSS	
68. Modify Trouble	Parity plus $\leq$ 4 seconds	• OSS	
69. Request Cancellation of Trouble	Parity plus $\leq$ 4 seconds	• OSS	
70. Trouble Report History (by TN/Circuit)	Parity plus $\leq$ 4 seconds	• OSS	
71. Test (POTS only)	Parity plus $\leq$ 4 seconds	• OSS	

FTR:

FTR could offer direct OSS access at parity to CLECs. FTR does not provide test (POTS) function.

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[5] Because of the significant difference in RETAS vs. direct OSS functionality, the standard and methodology to capture OSS response time for repair will be reviewed during 1998.

Maintenance:

BA-NY Reports all maintenance data as follows::

Report Level:
> Reported at CLEC aggregate, CLEC Specific and BA Retail
> **Geographic Reports:**
>> **POTS:** Four Market Areas: Manhattan, Greater Metro, Suburban and Remaining NY State.
>> **Specials and Trunks:** Lata 132 and Remaining NY State

Metric P - Network Trouble Report Rate:

Total Initial Customer Troubles reported on regulated services by customer, where the trouble disposition was found to be a network problem. (Disposition Codes 3-Drop, 4-Loop and 5-Central Office) per 100 lines/circuits in service. Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Provided Equipment (CPE) troubles, and troubles reported but not found upon dispatch (Found OK and Test OK). Also excludes troubles closed due to customer action. Trouble reports on services such as Voice Messaging are excluded (considered CPE). % Subsequent Reports: Troubles called in while a trouble is still pending. *(Interconnection Trunks)* BA Retail interoffice message trunk includes IXC FG D performance.

LCUG Reference: LCUG MR3

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
72. Network Trouble Report Rate	Parity with BA Retail Note: UNE [6]	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	FCC

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[6] Standard must be assessed in conjunction with loop and co level performance. Mix of loop versus co UNEs will vary among CLECs and to BA. See number 73 & 74.

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
73. % Subsequent Reports	Parity to be assessed in conjunction with Missed appointments	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	
74. Network Trouble Report Rate - Loop	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	FCC
75. Network Trouble Report Rate - Central Office	Parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS	FCC

FTR Reports:

Report Level:
Geographic Reports: Company

For FTR Retail:

FTR reports Customer trouble reports consistent with current NY PSC guidelines. FTR tracks the number of network trouble reports and subsequent reports by carrier and disposition code. (Number of troubles to be provided, rate to be calculated by CLEC)

Reported Product Groups: • **Retail POTS** *(Requires Development)* • **Resale POTS**	FTR Standard
72. Customer Trouble Report Rate	Parity with FTR Retail
73. Number of Subsequent Reports	Parity to be assessed in conjunction with Missed appointments

Metric Q - % Missed Repair Appointments:
POTS services For Initial Customer Trouble Reports, found to be network troubles (Disposition Codes, 3, 4 and 5), where the actual restoration time occurs after the committed restoration time.

Dispatched Troubles: Troubles reports found to be in drop wire or outside plant. Disposition codes 3 or 4.

Not-Dispatched Troubles: Troubles reports found to be in central office, including wiring and translation troubles. Disposition codes 5.

BA-NY Notes:

Standard: [NOTE] Until WFA system implementation is completed, the UNE Clock for appointments uses fixed 24 hour interval. Manual intervention is occurring to manually change appointment intervals to LMOS clock. MTTR should also be monitored for UNEs until clock can be modified on an automated basis.

LCUG Reference: LCUG MR4

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
76. % Missed Repair Appointments - Dispatched (Loop)	Parity with Retail	• Retail POTS • Resale POTS • UNE POTS	FCC
77. % Missed Repair Appointments - Not Dispatched (CO)	Parity with Retail	• Retail POTS • Resale POTS • UNE POTS	FCC
78. % Missed Repair Appointments - Total	Parity with Retail	• Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	

FTR Reports:

Report Level:
Geographic Reports: Company

Reported Product Groups: • **Retail POTS** *(Requires Development)* • **Resale POTS**	FTR Standard
78. % Missed Repair Appointments	Parity with Retail

Metric R - Mean Time to Repair [Time to Restore]:

Mean Time to Repair: For Initial Customer Trouble Reports, found to be network troubles, the average time from trouble receipt to trouble clear. For POTS-type services this is measured on a "running clock" basis. For BA-NY, run clock includes weekends and holidays. For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when testing is occurring, BA is awaiting carrier acceptance, or BA is denied access).

LCUG Reference: LCUG MR1

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
79. Mean Time to Repair	Parity with BA Retail Note: UNE [6]	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	FCC
80. Mean Time to Repair - Loop Trouble	Parity with BA Retail	• Retail POTS • UNE POTS	
81. Mean Time to Repair - CO Trouble	Parity with BA Retail	• Retail POTS • UNE POTS	

FTR Reports:.

Report Level:
  Geographic Reports: Company

Reported Product Groups: • Retail POTS *(requires development)* • Resale POTS	FTR Standard
79. Mean Time to Repair	Parity with FTR Retail

Metric S - % Out of Service > 24 hours:
The percentage of network troubles (Disposition Codes, 3, 4, and 5) that indicate an out of service condition, cleared more than 24 hours after receipt of trouble report. Out of Service means that there is no dial tone, the customer cannot call out, or the customer cannot be called. Eight performance measures reported. The Out of Service period commences when the trouble is entered into BA's designated trouble reporting interface. % within X hours: Those out of service troubles with duration times less than X hours as a percent of total troubles out of service. BA-NY includes weekends and holidays.

LCUG Reference: LCUG MR1

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
82. % Out of Service > 2 hours (blocking)	parity with BA Retail	• BA Interoffice Message Trunks • Interconnection Trunks	
83. % Out of Service > 4 hours	parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	
84. % Out of Service > 12 hours	parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS • BA Interoffice Message Trunks • Interconnection Trunks	
85. % OOS > 24 Hours	parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	FCC

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
86. % [All troubles] Cleared within 24 Hours	parity with BA Retail	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	

FTR Reports:.

Report Level:
Geographic Reports: Company

Reported Product Groups:
  • **Retail POTS** *(requires development)*
  • **Resale POTS**
	FTR Standard

83. % OOS < 24 hours	parity with FTR retail
84. % Troubles (excluding OOS) < 72 Hours	parity with FTR retail

Metric T - % Repeat Reports w/in 30 days:
The percentage of troubles that originated as a disposition code other than CPE or a customer code that has an additional trouble within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. Initial troubles exclude customer action, Front end close out (BA) and CPE found troubles. Eight performance measures reported.

LCUG Reference: LCUG MR2

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
87. % Repeat Reports within 30 days	parity with BA retail	• Retail POTS • Resale POTS • UNE POTS • Retail Specials • Resale Specials • UNE Specials • BA Interoffice Message Trunks • Interconnection Trunks	FCC

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Maintenance Standards not included in Reports:

BA-NY:

- **Trouble Closure/ Jeopardy Status:** Timeliness of receipt of notice of jeopardy of Trouble Closure Status (missed commitment with new date/time)

    - Trouble Management System is updated by technician. CLEC to monitor status. Additionally, trouble closure status via call to CLEC from BA-NY CATC with optional serial number or initials provided by CLEC reporting trouble.

    LCUG Reference: None

- FTR: FTR provides hourly faxed report of trouble closure.

Network Performance:

Metric U - % Final Trunk Blockage:

Dedicated FinalTrunks: A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a BA Access Tandem to a CLEC switch. In an access tandem area where Bell Atlantic's common end office to tandem trunk groups carrying Bell Atlantic local traffic are designed to the B.005 blocking standard, Bell Atlantic will engineer dedicated final trunk groups to the CLECs at a design blocking standard of B.005. In an access tandem area where Bell Atlantic's common end office to tandem trunk groups carrying Bell Atlantic local traffic are designed to the B.01 blocking standard, Bell Atlantic will engineer dedicated final trunk groups to the CLECs at a design blocking standard of B.01. The percentage of BA to CLEC dedicated final trunk groups exceeding the applicable blocking design standard (either B.01 or B.005) will be reported.

Common Final Trunk Blockage: Common final trunks carry traffic between BA end offices and the BA tandem, including local traffic to BA end offices and the BA tandem, including local traffic to BA customers as well as CLEC customers. The percentage of BA common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported.

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Additional Information/Definition of Blocking Standards: The system used to measure network trunk group performance is TNDS (Total Network Data System). Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of BA trunk groups exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design blocking standard. The tables below specify the blocking threshold (Service Threshold) under which Bell Atlantic operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.01 design, this is trunk groups exceeding a threshold of about 3% blocking. For B.005 design, this is trunk groups exceeding a threshold of about 2% blocking. (Consistent with industry BOC notes on the network guidelines.)

The Trunk Forecasting Guideline sub- team should continue to review trunk blockage in conjunction with forecasting guidelines during the interim period.

BA-NY Reports:

	BA-NY Standard	Reported Product Groups	FCC/BA Measure
88. % Final Trunk Groups exceeding blocking design standard	parity with BA Retail Interoffice Trunks	• BA Interoffice Message Trunks (Common Final Trunk Groups) • Interconnection Trunks (CLEC) (Dedicated Final Trunk Groups)	parity with BA Retail

Network Performance Standards not included in Reports:

• **Switching Performance**

> **LCUG Reference**: LCUG NP1

> **Standard**: Parity with Retail - by design of switch

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Switching Machine Standards:

	Reported to NY PSC
Switching Performance - PSC Standards	
• Percent Blockages & Failures	0.0 - 1.0 (weakspot > 2.1)
• Percent Incoming Matching Loss	0.0 - 2.1 (weakspot > 2.8)
• Percent Dial Tone Speed over 3 Seconds	0.0 - 1.5 (weakspot > 2.6)

Switching Index Standards by Switch Type:

The switching index takes a number of factors, weighs them and calculates an overall score. The overall objective is 95.5 and up for each switch. Individual performances may fall below threshold, but not necessarily drop the index below. This is an overall indicator of switch performance.

Thresholds based on industry standard guidelines and vary with switch manufacturer.

The performance is grouped into two categories **machine access** and **machine switching**

machine access measurements designed to reflect difficulties experienced by the customer in obtaining service from the switching equipment.
machine switching measurements of customers' call attempts (or incoming call attempts from another switch) that failed during call processing.